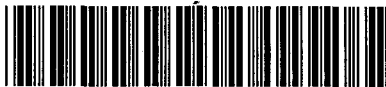


WS-0130  
WS-0130  
W-01303



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W-01303A-02-0908

4760

W-01303A-02-0870

ON COMMISSION ORIGINAL  
UTILITY COMPLAINT FORM RECEIVED

**Investigator:** Carmen Madrid **Phone:** (602) 542-0848

**Fax:** (602) 542-8129

2003 NOV 25 A 9:17

**Priority:** Respond Within Five Days

AZ CORP COMMISSION  
DOCUMENT CONTROL

**Opinion** **No.** 2003 - 30764

**Date:** 11/24/2003

**Complaint Description:** 08A Rate Case Items - Opposed/In Favor

**Complaint By:** **First:** Martin **Last:** Koppel

**Account Name:** Martin Koppel

**Home** (000) 000-0000

**Street:** P. O. Box 20181

**Work:** (000) 000-0000

**City:** Bullhead City

**CBR:**

**State:** AZ **Zip:** 86439

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** Karl Wilkins

**Contact Phone:** (623) 815-3107

**Nature of Complaint:**

Opposed to the rate increase.

**Utilities' Response:**

n/a

**Investigator's Comments and Disposition:**


11/24/03 responded to customer and filed letter with Docket Control. Closed

**Date Completed:** 11/24/2003

**Opinion** **No.** 2003 - 30764

Arizona Corporation Commission  
**DOCKETED**

NOV 25 2003

DOCKETED BY 

**COMMISSIONERS**  
MARC SPITZER - Chairman  
WILLIAM A. MUNDELL  
JEFF HATCH-MILLER  
MIKE GLEASON  
KRISTIN K. MAYES



**BRIAN C. McNEIL**  
Executive Secretary

**ARIZONA CORPORATION COMMISSION**

November 24, 2003

Martin Koppel  
P. O. Box 20181  
Bullhead City, AZ 86439

RE: ARIZONA-AMERICAN WATER COMPANY

Dear Water Customer:

Your letter regarding the Arizona-American Water Company, ("AZ-AMERICAN WATER CO.") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AZ-AMERICAN WATER CO. application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

A handwritten signature in cursive script that reads "Carmen Madrid".

Carmen Madrid  
Consumer Service Specialist  
Utilities Division

arizonia corporation commision  
1700 w. washington  
phoenix, az. 85007  
utilities division

RECEIVED

NOV 17 2003

AZ CORPORATION COMMISSIO  
DIRECTOR OF UTILITIES

re: arizoia american water  
rate increase

it is my understanding that arizonia american water was recently aquired by a parent company that is from france. if so i would strongly suggest that they have not had time to reasonably asses the companies position, and has taken the position to raise the rates prematurly. having been a member of the board of directors of a water district, i would suggest there are alot of actions that should be considered prior to raising customers rates. i am therefor agaisnt this rate increase, in that i am concerned that the reason for the decision may be to funnel more money to the parent company which i understand is in france. either way i am against the increase .

martin koppel  
p.o. box 20181  
bullhead ciy, az  
86439



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*Street Address*

*2215 Paseo Del Rio  
Bullhead City, AZ*